



County of Los Angeles
DEPARTMENT OF
PUBLIC SOCIAL SERVICES

EBT Card Skimming Campaign Toolkit



Toolkit Content

**Produced by the Communications Section
at the Department of Public Social Services.**

In 2022, over \$19 million of EBT card benefits were stolen in Los Angeles County due to card skimming. A skimmer is a device that thieves place on ATMs or payment machines to steal EBT card information. The card information is then used to steal EBT benefits. The purpose of this toolkit is to help partnering agencies raise awareness and educate their constituents about EBT card skimming.

This multilingual toolkit contains the following shareable content:

Flyer

Poster

Social Media Graphics

Website Graphic

YouTube Video

Podcast





Flyer



Check the Device Twice

Protect Your EBT Card

Closely inspect ATM or payment machine for unusual, loose, or added equipment such as skimmer or pinhole camera.



Report suspicious machines to an attendant and local law enforcement.

[Download All Languages](#)

Poster

Display Instructions: Place the English and multilingual poster next to each other. The Spanish poster can be displayed independently.



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CHECK THE DEVICE TWICE

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[Download English](#)



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Suriin nang Dalawang Beses ang Aparato
Protektahan ang iyong EBT Card

Suriin mabuti ang mga ATM o mga makina sa pagbabayad para sa hindi pangkaraniwan, may maluwag, o may karagdagang kagamitan tulad ng skimmer o pinhole ng camera.
Iulat ang mga kahina-hinalang makina sa isang trabahador at lokal na nagpapatupad ng batas.

Kiểm Tra Thiết Bị Đọc Thẻ Hai Lần
Bảo Vệ Thẻ EBT Của Quý Vị

Kiểm tra kỹ lưỡng các máy ATM hoặc các máy thanh toán để xem có thiết bị nào bất thường, rời ra, hoặc được gắn thêm vào, chẳng hạn như thiết bị đọc lướt hoặc máy ảnh lỗ kim.
Báo cáo về các máy khả nghi cho nhân viên phụ trách và cơ quan thực thi pháp luật địa phương biết.

再次檢查機器
保護你的 EBT 卡

仔細檢查ATMs或付款機後若有異常、鬆動或附加設備、零件、側錄設備或針孔攝像機。
請向服務員和當地執法部門報告有關可疑的機器。

기기를 두 번 확인하십시오.
EBT 카드를 잘 지키십시오.

스카머 또는 핀홀 카메라와 같이 비정상적이거나 느슨하거나 추가된 장비가 있는지 ATM 또는 지불기를 면밀히 살펴보세요.
이상여 기는 기계 장치를 안내할 및 현지 법 집행 기관에 신고하십시오.

Проверьте устройство дважды
Защитите свою карточку EBT

Внимательно осмотрите ATM терминалы или платёжные аппараты на предмет необычного, незакрепленного или добавленного оборудования, такого как, например, скиммер или камера с малым отверстием.
Сообщите о подозрительных аппаратах обслуживающему персоналу и местным правоохранительным органам.

Տարուգե՛ք ք սարքը երկու անգամ
Գնադասանե՛ք ձեր EBT քարտը

Իրականում ստանդարտացված կամ վնասված ճեմանակալները, շտապելի կամ անկանխատեսելի կառուցվածքները, ինչպեսզ ևս ավանդականապես կամ անընդհանրապես անսովորական շարժիչ կառուցվածքները, մասին պատասխանատվությունը և հետևյալ կետերը պարզաբանե՛ք:

ត្រូវប្រុងប្រយ័ត្នពិនិត្យយ៉ាងជិតស្និទ្ធជាមួយម៉ាស៊ីនបង់ប្រាក់ដើម្បីរកម៉ាស៊ីនដកប្រាក់ដោយមិនច្រើនឬម៉ាស៊ីនថតរូបលាក់កម្រិត។

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استگاه را مجدداً امتحان کنید
از کارت EBT خود محافظت کنید

دستگاههای ATM یا ماشینهای پرداخت پول را با دقت بررسی کنید تا وسایل غیرمعمول، از آن با اضافه شدن اسکیمر یا دوربین مخفی یا دستگاهی جیبی روی آن کار گذاشته نشده باشد.
وجود دستگاههای مشکوک را به متصدی مربوطه و سازمان محلی اجرای قانون اطلاع دهید.

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Revise Dos Veces el Dispositivo

Proteja Su tarjeta de EBT

Inspeccione cuidadosamente los cajeros automáticos o las máquinas de pago en busca de equipos inusuales, sueltos o añadidos, como un detector (skimmer) o una cámara oculta.



Reporte maquinas sospechosas a un encargado y a la policía local.

[Download Spanish](#)

Social Media Graphics



Check the Device Twice

Protect Your EBT Card

Closely inspect ATMs or payment machines for unusual, loose, or added equipment such as skimmer or pinhole camera.

Report suspicious machines to an attendant and local law enforcement.

dpss.lacounty.gov



What is a card skimmer?

A skimmer is a device that thieves place on ATMs or payment machines to steal EBT card information and benefits. For extra protection, consider changing your PIN every month the night before your benefits are deposited.

dpss.lacounty.gov



Avoid Becoming a Victim of EBT Card Skimming

- Change Your PIN Every Month
- Inspect the Payment Device
- Inspect the Keypad
- Look for Hidden Cameras

Report suspicious machines to an attendant and local law enforcement.

dpss.lacounty.gov



How to identify a card skimmer

If an ATM or payment machine has unusual, loose, added equipment, or a pinhole camera, don't use it.

Report suspicious machines to an attendant and local law enforcement.

dpss.lacounty.gov



What to Do if Your Card Is Skimmed

If you notice suspicious transactions on your EBT account:

- Report the incident by calling DPSS at (866) 613-3777 Monday-Friday, 7:30 a.m. - 6:30 p.m.
- For service 24/7, call the number on the back of your EBT card to cancel your card and request a new one. Be sure to contact DPSS during normal business hours to report the incident.

dpss.lacounty.gov



Where does EBT Card Skimming happen?

Skimming can occur anywhere credit or debit cards can be swiped or inserted.

Report suspicious machines to an attendant and local law enforcement.

dpss.lacounty.gov



EBT Card Do's and Don'ts

Do's

- Check your balance regularly.
- Change your PIN often.
- Check ATMs or payment machines for unusual added equipment.
- Check for hidden cameras.

Don'ts

- Don't share your PIN or EBT card number with anyone.
- Don't share your EBT information with any vendor or third-party application.
- Don't use ATMs or payment machines that look broken or that have added equipment.

dpss.lacounty.gov

Use these social media images to capture the attention of your audience and inform them about EBT card skimming.

[Download All Languages](#)



Website Graphic



Check the Device Twice

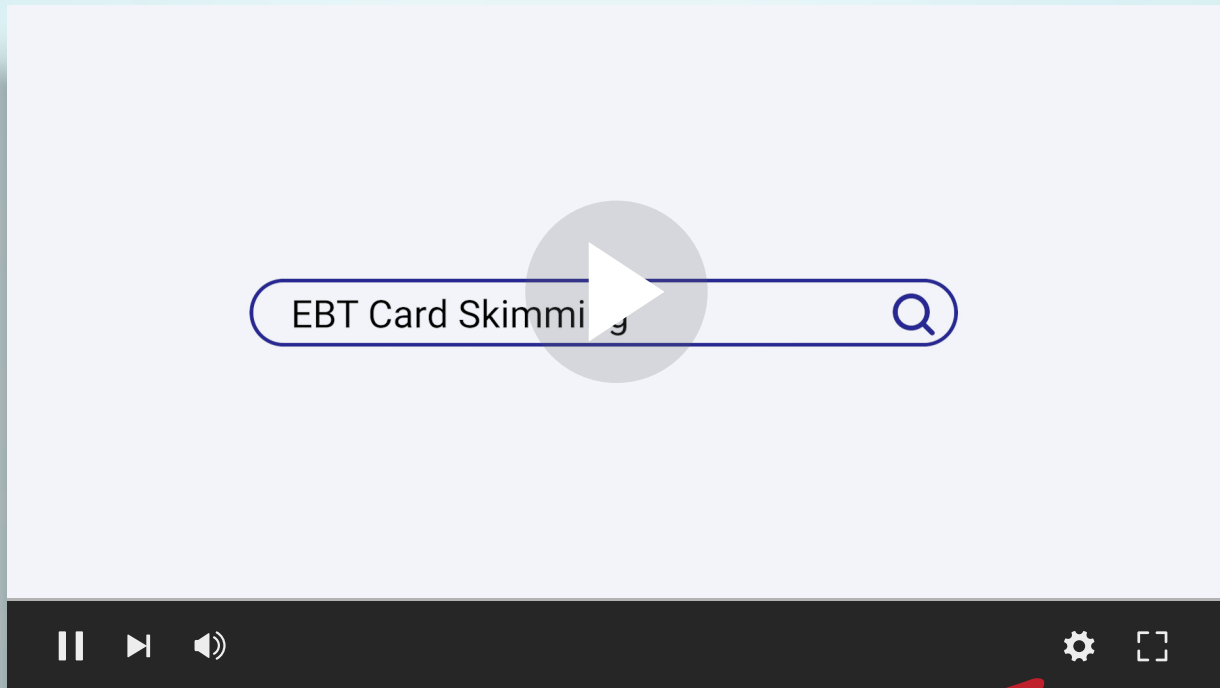
Protect Your EBT Card

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Video



Click the **gear** for subtitles in Armenian, Chinese, Tagalog, Korean, Farsi, Russian, and Vietnamese.

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Podcast



PODCAST

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Contact Us

**Inquiries about this toolkit can be emailed to
dpss-communications@dpss.lacounty.gov.**